

## Update the Product Location Address

An alternative to product description, the **product location address** can precisely indicate the location of the firewall especially when the device is located at different country, state or city.

Besides, it is best to update the location address for device located at different country from the main account registration country which differ in its time zone so that you get TAC assistance based on the same time zone as the location country.

Additionally, the product location address is required for **Premium RMA Service**; therefore, the serial number **MUST** have a location address updated prior purchasing Premium RMA Service contract.

1. Login to <https://support.fortinet.com> with your **account ID/email** and **password**.  
\*Account ID/Email must be the same full email address where the product is currently registered to.
2. Go to Asset and select "Manage Products"

**FORTINET**  
CUSTOMER SERVICE & SUPPORT

Home Asset Assistance Download Feedback

Fortinet Sunnyv... LOG OUT  
277793 - Fortinet Inc

Home Welcome Fortinet Sunnyvale.  
Please be aware that all dates and times shown on this web site are Pacific Standard Time or Pacific Daylight Time.

**Customer Support Bulletin**

1. Information Disclosure Vulnerability in OpenSSL It has been discovered that OpenSSL versions 1.0.1 through 1.0.1f may contain an information disclosure vulnerability ...
2. FortiGate Heartbeat Failures A FortiGate device running in an HA cluster may report heartbeat failures of other cluster members if the uptime of a member exceeds 497 days...
3. IPS Engine update Updates to the IPS engine that runs on the FortiGate platforms periodically are made available on the FortiGuard distribution network that permit devices with...

More

**Asset**

Register/Renew  
Register HW/Virtual appliance or software; Activate service contract or license on your registered product.


**Manage Products**  
Search, update or generate report for your registered products. Like product entitlement, description, location, entitlement and reseller etc.

## Update the Product Location Address

- Choose the serial number you wish to add location address.

The screenshot shows the Fortinet Customer Service & Support portal. The top navigation bar includes links for Home, Asset (highlighted in red), Assistance, Download, and Feedback. A user profile for 'Fortinet Sunnyv...' is visible with a LOG OUT button. Below the navigation bar, there's a section for 'View Products' with 'Total Records : 2' and a 'Filter: Off' button. A table lists two products:


Serial Number	Description	Ship Date	Registration Date
FAP2223X110C		2012-04-10	2013-03-03
FG100C3G0860		2012-04-10	2012-04-11

- Select “ Location” and fill in the address info.

The screenshot shows the 'Update Product Location' form. On the left is a sidebar menu with categories: Information (General, Location, Entitlement, License & Key), Registration (Renew Contract, Add Licenses, RMA Transfer), and Assistance (Ticket List, Technical Request, Customer Service, DOA Request, RMA Request, WebChat). The 'Location' option is selected. The main form area is titled 'Update Product Location' and contains the following fields:

- Company: (text input)
- Address: (text input)
- City: (text input)
- Country: (dropdown menu with 'Select a country' option)
- Zip/Postal Code: (text input)
- State/Province: (text input)
- Phone: (text input)
- Fax: (text input)
- E-Mail: (text input)

Below the form fields, there is a section titled 'Save Address For Future Use' with the text: 'If you want to use this location for other units later, please name it and check the "I would like to save this address for future use" Option.' This section includes an 'Address Name' text input and a checkbox labeled 'I would like to save this address for future use'. At the bottom of the form, there is a red 'Save' button, which is circled in red.

- Give a name to the address if you want to use same location address for other units or for future use. (Optional)
- Click  to complete.

## Update the Product Location Address

7. Click [Edit](#) to update **OR** [Unlink](#) to disconnect the location address.

Information

[General](#)

[Location](#)

[Entitlement](#)

[License & Key](#)

Registration

[Renew Contract](#)

[Add Licenses](#)

[RMA Transfer](#)

Assistance

[Ticket List](#)

[Technical Request](#)

[Customer Service](#)

Product Location

Current Product Location

Address Name: N/A

Company: Fortinet France

Address: TOUR ATLANTIQUE, 11ème étage, 1 place de la Pyramide, 92911 Paris La Défense Cedex

City: Paris La Défense Cedex

Country: FRANCE

Postal Code: 92911

State/Province: Paris La Défense Cedex

Phone: +33-1-8003-1655

Fax: N/A

Email: france@fortinet.com

[Edit](#) [Unlink](#)

**Note:** Location address cannot be changed for serial number which has active Premium RMA service contract, submit a Customer Service request for assistance.